



Case Study

AI-Driven Appointment Booking Agent for a Healthcare Client



ABOUT US

BlueArc Technologies is a leading provider of AI-driven business process automation, empowering organizations worldwide to achieve operational excellence.

We help businesses turn inefficiencies into growth opportunities, driving innovation through tailored, transparent automation solutions that deliver measurable results and sustainable impact.

CHALLENGE

The client needed a smarter, seamless way for patients to book appointments via an AI voice agent. Previously, the process was slow and error-prone due to fragmented doctor calendars, poor backend integration, failed booking requests, unreliable API calls, and lack of proper validation and error handling—making the experience confusing for callers and hard for the clinic to manage.

COST OF NOT CHANGING

If these issues were not fixed, the clinic would continue facing:

- Missed or double-booked appointments, leading to revenue loss
- Increased manual workload for staff to manage booking corrections
- Poor patient experience, as callers would have to wait longer or repeat details
- Inaccurate calendars, making doctors' schedules unreliable
- AI agent failures, reducing trust in the system and blocking future automation plans

SOLUTIONS

BlueArc Technologies delivered a fully automated, reliable appointment booking solution. The system enabled seamless communication between the AI voice agent, backend, and database, ensured real-time scheduling by mapping doctor calendars, and integrated with Dentally for patient management, appointment handling, and error control. These improvements transformed the booking process into a smooth, accurate, and efficient experience.

OUTCOME

The client now enjoys a modern, automated booking system where patients schedule appointments easily via an AI voice agent, calendars update instantly, and all systems sync flawlessly—reducing staff workload and delivering faster, more efficient service.



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